

## Administrative Functions

### Multiple Choice

Write the letter of the best answer on the blank provided.

- \_\_\_\_\_ 1. Which type of customer refers to responders, staff, and officers within a fire and emergency service organization? (145)
- A. Active
  - B. Passive
  - C. Internal
  - D. External
- \_\_\_\_\_ 2. Which of the following is an example of a basic need for external customers? (146)
- A. Fair compensation
  - B. Rewarding experiences
  - C. Protection of property from hazards
  - D. Feeling of being an integral part of organization
- \_\_\_\_\_ 3. The passive approach method of customer service information gathering requires: (146)
- A. surveys.
  - B. little effort.
  - C. weekly meetings.
  - D. informal interviews.
- \_\_\_\_\_ 4. Which of the following is the BEST way to practice active information gathering for customer service? (146)
- A. Waiting for customer complaints to be expressed
  - B. Posting informational flyers about budget concerns
  - C. Conducting surveys following an emergency response
  - D. Identifying existing problems from news/media reports
- \_\_\_\_\_ 5. Within the customer concept, information interpretation is BEST described as a way to analyze the needs/wants/desires of customers in order to determine: (147)
- A. modifications for standard operating procedures.
  - B. specific steps for conducting informal interviews.
  - C. potential trends that affect external customers only.
  - D. operational change suggestions, fiscal requirements, and priorities.

- 
- \_\_\_\_\_ 6. Which of the following is BEST identified as expectations that are based upon an organizational model, as well as upon strategic and operational plans? (147)
- A. Policies and procedures
  - B. Training and personnel files
  - C. Workplace compliance forms
  - D. Standard workplace evaluations
- \_\_\_\_\_ 7. Which of the following is the BEST way to help ensure understanding and compliance of policies and procedures? (147)
- A. Display in the break area.
  - B. Send only in electronic form.
  - C. Verify receipt by all personnel.
  - D. Establish weekly quizzes for subordinates.
- \_\_\_\_\_ 8. Which of the following may be created as a result from an appeal to management looking for guidance in making decisions on exceptional situations? (148)
- A. Orders
  - B. Policies
  - C. Directives
  - D. Ordinances
- \_\_\_\_\_ 9. The purpose of \_\_\_\_\_ is to determine if policies are effective and enforceable. (148)
- A. policy analysis
  - B. federal mandates
  - C. facility inspectors
  - D. state/provincial regulations
- \_\_\_\_\_ 10. Which of the following is BEST known as the written steps to follow when conducting organizational policy for some specific, recurring problem or situation? (149)
- A. Policy
  - B. Fire codes
  - C. Procedures
  - D. Action report
- \_\_\_\_\_ 11. Which of the following BEST describes the reason for establishing standard operating procedures within an organization? (149)
- A. Aids in setting boundaries for budgetary requests sent to chief officers.
  - B. Allows for changes in policy with extenuating circumstances involving personnel.
  - C. Enforces respect for authority and establishes a common ground for filing grievances.
  - D. Provides a consistent point of reference that helps all members perform to a measurable standard.

- 
- \_\_\_\_\_ 12. Which of the following is MOST likely to be an indication that revisions should be made to policies and procedures? (150)
- A. Legal mandates
  - B. Decrease in infractions
  - C. Company officer's promotion
  - D. Lack of external customer's feedback
- \_\_\_\_\_ 13. Which of the following is MOST likely to be a responsibility of company officers in the revision and monitoring process of policies and procedures? (150)
- A. Drafting revisions for approval by the local governing board.
  - B. Destroying older/outdated versions before new ones are approved.
  - C. Administering policies and procedures at the first level of supervision.
  - D. Managing concerns or complaints without communicating to supervisors.
- \_\_\_\_\_ 14. Which of the following statements BEST describe a company officer's communication responsibility at an emergency? (150)
- A. The company officer may only issue verbal orders.
  - B. The company officer may only issue written directives.
  - C. The company officer is not allowed to issue either orders or directives.
  - D. The company officer may issue verbal or written orders and directives.
- \_\_\_\_\_ 15. What is one step that company officers should take with regard to enforcing unpopular orders? (151)
- A. Assemble a committee of firefighters to appeal the order.
  - B. Never enforce orders that may adversely affect firefighters.
  - C. Explain to their subordinates that they should not question authority.
  - D. Make every effort to find out the reasons for the order being implemented.
- \_\_\_\_\_ 16. Proposed expenditures and expected revenue sources are part of an organization's: (151)
- A. budget.
  - B. benefits.
  - C. insurance.
  - D. personnel pay.
- \_\_\_\_\_ 17. Taxes, fees, fundraising events, corporate donations, and government subsidies are examples of: (151)
- A. private donations.
  - B. common revenue sources.
  - C. operating budget expenses.
  - D. jurisdictional personnel costs.
- \_\_\_\_\_ 18. Which of the following BEST describes what a company officer must understand about the budget process? (151)
- A. Limitations of contract services
  - B. Internal review of bid submissions
  - C. Types of revenue sources available
  - D. Presentation techniques for local governing board

- 
- \_\_\_\_\_ 19. The two types of budgets used by public organizations include capital and: (151)
- A. utility.
  - B. operating.
  - C. procedural.
  - D. discretionary.
- \_\_\_\_\_ 20. Which type of budget includes items that cost more than a certain specified amount of money and are expected to last more than one year? (152)
- A. Capital
  - B. Projected
  - C. Operating
  - D. Jurisdictional
- \_\_\_\_\_ 21. Which type of budget typically includes the recurring expense of apparatus and vehicle fuel? (152)
- A. Utility
  - B. Capital
  - C. Operating
  - D. Management
- \_\_\_\_\_ 22. What is the first step in the budget process? (152)
- A. Auditing
  - B. Planning
  - C. Preparing
  - D. Evaluating
- \_\_\_\_\_ 23. Which of the following BEST describes when the budget planning process occurs? (152)
- A. Throughout the current fiscal year
  - B. After completion of the internal review
  - C. Two years before the budget is implemented
  - D. Once the budget has been revised and evaluated
- \_\_\_\_\_ 24. During which step of the budget process are estimated revenues translated into preliminary budget priorities? (152)
- A. Planning
  - B. Monitoring
  - C. Preparation
  - D. Implementation
- \_\_\_\_\_ 25. Which of the following is a consideration that may be a part of the second step in the budget process? (153)
- A. Revisions
  - B. Bond sales
  - C. Fundraisers
  - D. Justifications

- 
- \_\_\_\_\_ 26. Implementation is BEST described as the phase during the budget process in which administrators, department heads, managers, and supervisors will: (153)
- A. have the funds to turn budgets into reality.
  - B. present the final review to the governing body.
  - C. justify budget requests with documentation and support.
  - D. incorporate the combined budget requests for the entire parent organization.
- \_\_\_\_\_ 27. Which of the following is MOST likely to be a cause for a budget revision? (153)
- A. Increase in revenue
  - B. Decrease in operating costs
  - C. Increase in service requirements
  - D. Continuation of labor agreement
- \_\_\_\_\_ 28. The systematic control of an organization's records in order to ensure quick access to information is known as: (154)
- A. records management.
  - B. management agreement.
  - C. long-range record plans.
  - D. external customer complaints.
- \_\_\_\_\_ 29. Which of the following is MOST likely to be a responsibility for company officers in records management? (154)
- A. Organizing file structures
  - B. Archiving old files off-site
  - C. Overseeing installation of the system
  - D. Creating reports that become part of the system
- \_\_\_\_\_ 30. Which of the following is MOST likely to be included in budget records? (154)
- A. Inspections
  - B. Surplus sales
  - C. Corrective maintenance
  - D. Attendance of personnel
- \_\_\_\_\_ 31. Fixed assets would MOST likely be found in which type of records? (155)
- A. Budget
  - B. Activity
  - C. Inventory
  - D. Maintenance
- \_\_\_\_\_ 32. What are the two distinct categories in maintenance records that hold significant legal value when an organization has to go to court over an incident involving a piece of its equipment? (155)
- A. Automatic and manual
  - B. Precursory and secondary
  - C. Motorized and unpowered
  - D. Preventative and corrective

- 
- \_\_\_\_\_ 33. Reducing wear, preventing damage, and extending the useful life of a vehicle is one goal of: (155)
- A. corrective maintenance.
  - B. activity (incident reports).
  - C. preventative maintenance.
  - D. fixed-asset budgetary requests.
- \_\_\_\_\_ 34. Maintenance records are MOST likely to be used to justify: (155)
- A. employee termination.
  - B. change in fuel companies.
  - C. need for additional personnel.
  - D. replacement of outdated equipment.
- \_\_\_\_\_ 35. Which of the following would MOST likely be a part of activity records? (156)
- A. Attendance
  - B. Purchasing receipts
  - C. Emergency responses
  - D. Annual fundraising records
- \_\_\_\_\_ 36. Which of the following BEST describes personnel records? (157)
- A. They are confidential with no exception.
  - B. They may be maintained at various levels and locations.
  - C. They are maintained for 10 years after employment ends.
  - D. They do not include documentation of biological exposure.
- \_\_\_\_\_ 37. Which of the following is a component that should be included in a training record for personnel? (157)
- A. Inventory
  - B. Outcomes
  - C. Rank of trainer
  - D. Confidential medical records
- \_\_\_\_\_ 38. Performance evaluations are MOST likely used to help individuals: (157)
- A. earn compensatory time.
  - B. prove discrimination charges.
  - C. reinforce good skills and discipline.
  - D. grant transfer requests within the department.
- \_\_\_\_\_ 39. Attendance records for all personnel are maintained in order to provide data for: (157)
- A. local media press releases.
  - B. payroll and benefit distribution.
  - C. current fiscal year budget requests.
  - D. documentation of fire and life safety inspections.

- 
- \_\_\_\_\_ 40. Which hazardous materials exposure would MOST likely be documented in personnel medical records? (158)
- A. Heat
  - B. Frost
  - C. Stress
  - D. Chemicals
- \_\_\_\_\_ 41. Medical records must be maintained for every employee \_\_\_\_\_ after the end of employment. (158)
- A. one year
  - B. five years
  - C. ten years
  - D. thirty years
- \_\_\_\_\_ 42. Which of the following would MOST likely be included in personnel medical records? (158)
- A. Dental exam results
  - B. Childhood medical exams
  - C. Post-medical-leave exams
  - D. Tobacco cessation attempts
- \_\_\_\_\_ 43. What is one responsibility that company officers have in regard to electronic data storage/retrieval? (158)
- A. Must learn to use the computer-based system to stay current
  - B. Must take classes in computer programming or computer languages
  - C. Must serve on committees that devote time to addressing Internet access
  - D. Must advocate for change at all levels of state/provincial governing bodies
- \_\_\_\_\_ 44. Which of the following provides access to a worldwide network through a computer system? (159)
- A. Monitor
  - B. Internet
  - C. Intranet
  - D. Database
- \_\_\_\_\_ 45. When personnel use organizational equipment or any personal devices connected to the organization's electronic data systems, they should: (160)
- A. expect everything to remain private.
  - B. share their password with a company officer.
  - C. request permission from a company officer to log on.
  - D. not expect emails, text messages, or blogs to remain private.

- \_\_\_\_\_ 46. Organizations should develop and adopt policies to limit access to \_\_\_\_\_ records to only those personnel with a legal right to know. (160)
- A. public
  - B. budget
  - C. inventory
  - D. confidential
- \_\_\_\_\_ 47. Public access to an organization's records is MOST likely to exclude \_\_\_\_\_ records. (160)
- A. personnel
  - B. purchasing
  - C. attendance
  - D. common revenue